



Federal Student Aid (FSA) ***Student Aid on the Web and*** **Financial Partners Portal**

Stabilization and Transition Support **Performance Report**

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1. Executive Summary

1.1 Introduction

The FSA Students and Financial Partners (FP) Portals provide information and productivity tools relevant to FSA's customers, employees, and partners to make informed financial aid decisions and empower financial partners to assist students. The Portals also provide links to other existing FSA web sites (e.g., FMS, FAFSA on the Web, NSLDS, DLSS, etc.), and external sites (ELM Net, Meteor, etc.).

1.2 Background

In April 2002, FSA launched Release 1.0 of both the Students and FP Portals. In September 2002, Release 1.1 of the Students Portal and Release 2 of the FP Portal were made available with additional information, tools, and links. Release 2 of the Students Portal was delayed so that the necessary paperwork and postings could take place to meet the Privacy Act requirements for System of Record as well as the Office of Management and Budget (OMB) requirements for the Information Collection Clearance process. During this delay, the Students Portal was renamed/re-branded to *Student Aid on the Web*. Upon receiving OMB approval on Thursday, September 4, 2003, Release 2 of *Student Aid on the Web* was implemented on Sunday, September 7, 2003!

Specifically, the Portals are organized as follows:

Student Aid on the Web

- Student experience/life-cycle
 - Preparing
 - Choosing
 - Applying
 - Funding
 - Attending
 - Repaying
- Site Resources
- Content organized around the Student type (e.g., College, High School, etc.)
- Spanish content
- Links to other FSA systems (e.g., FAFSA on the Web, NSLDS, etc.)
- Search
- Contact Resources

FP Portal

- Links to other FSA Financial systems (e.g., FMS, Data Mart, etc.)
- Publications
- Community members
- Current activities



- Interest rates
- Search
- Contact Resources

1.3 Report Organization

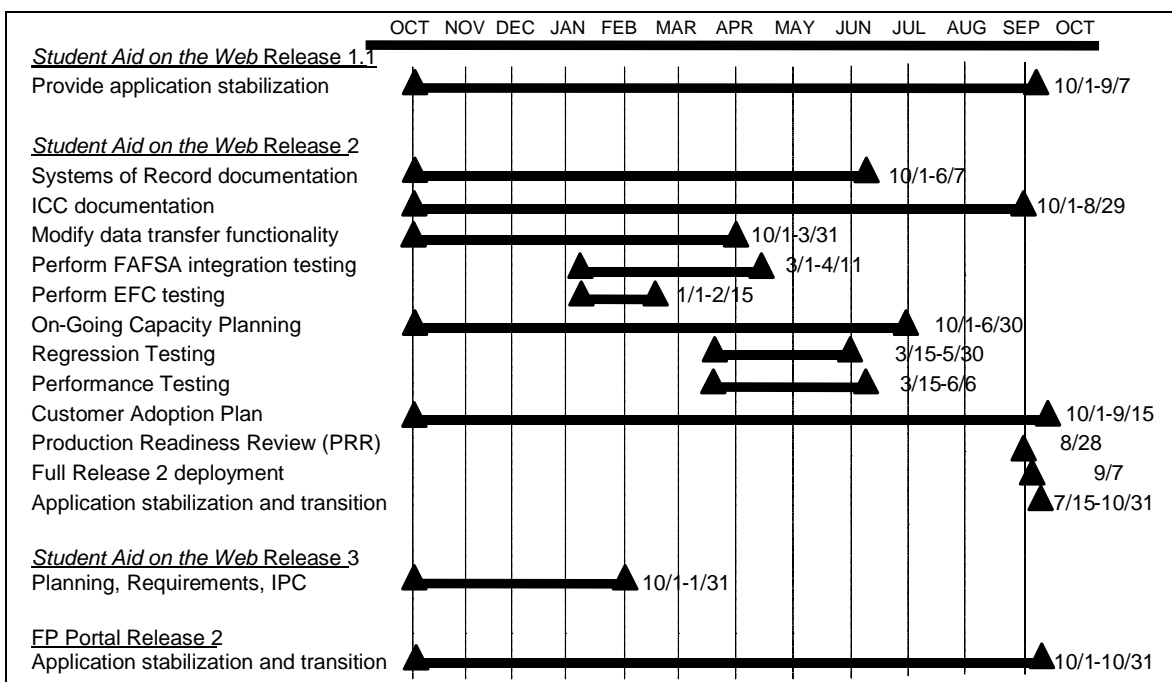
This Stabilization and Transition Support Status Report includes the following:

- Section 2. Student Aid on the Web Status. This section provides an update on completed and planned activities for the Students Portal.
- Section 3. Financial Partners Portal Status. This section provides an update on completed and planned activities for the Financial Partners Portal.
- Section 4. Summary. This section provides a summary of the project and production status.

2. Student Aid on the Web Status

2.1 Overall Project Schedule

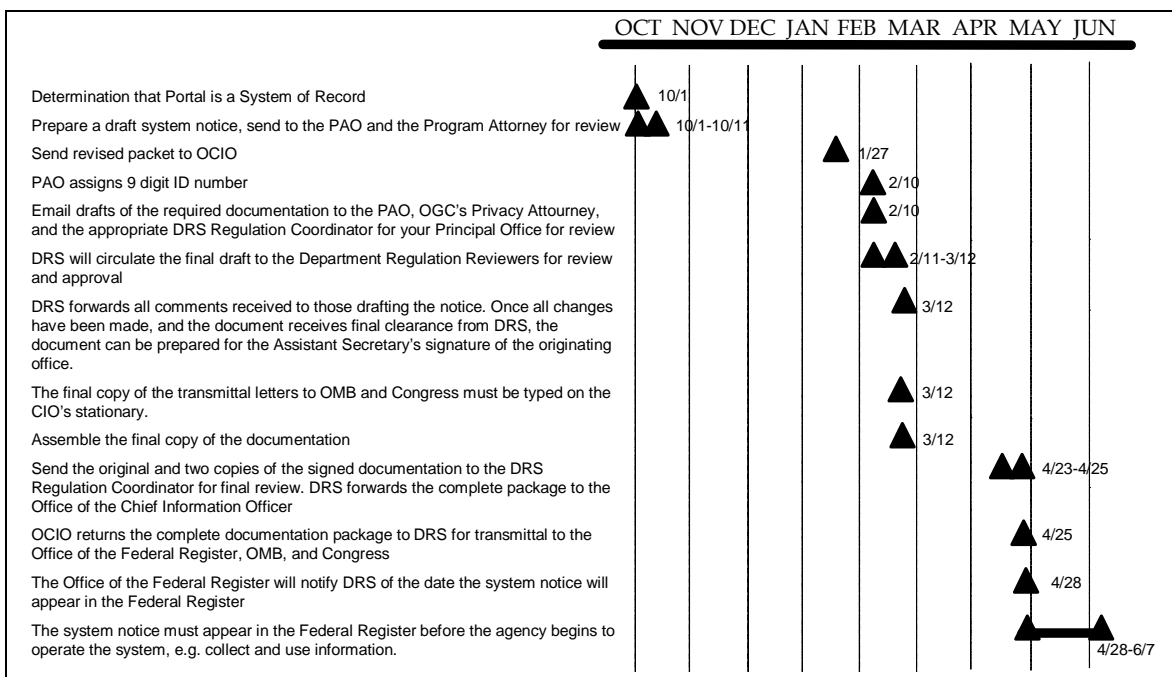
The overall project schedule for *Student Aid on the Web* and the FP Portal is shown below.





2.2 Privacy Act (System of Record) Schedule

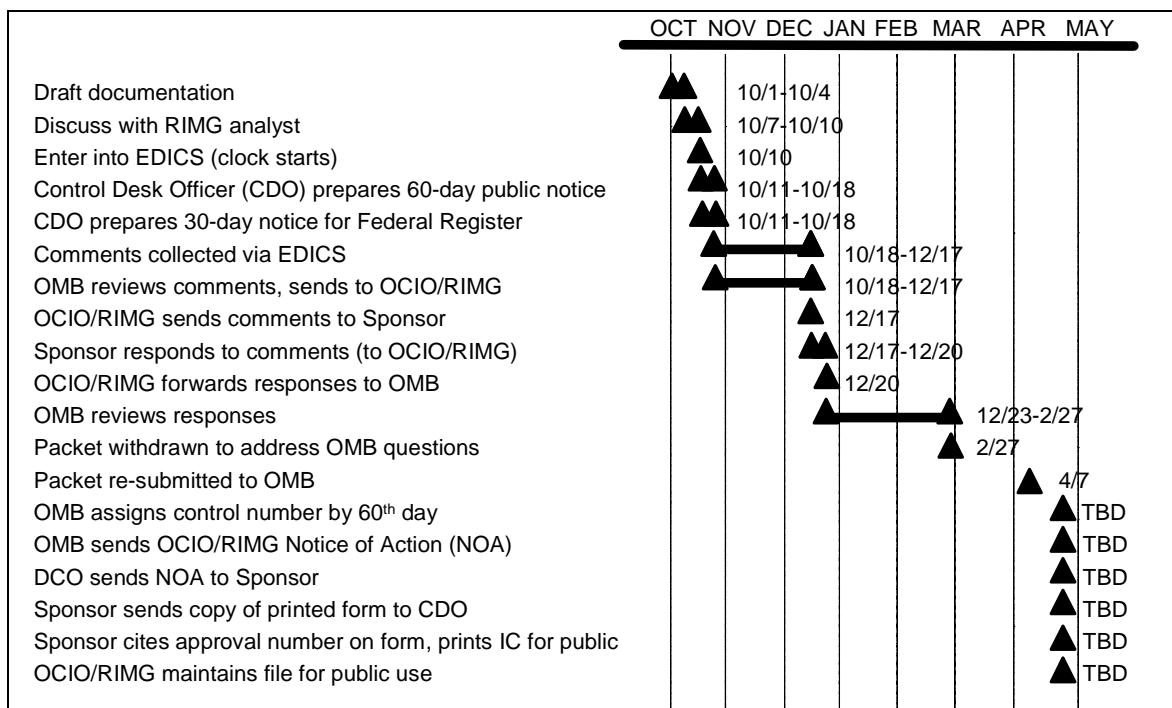
The detailed schedule for the System of Record is shown below.



The System of Record packet was posted in the Federal Register (Public Notice) on April 27, 2003. OMB had 40 calendar days to complete their review. We provided responses to two OMB questions during this performance period. The process was completed on June 4, 2003 with receipt of approval of the System of Record packet from OMB.

2.3 Information Collection Clearance (OMB) Schedule

The detailed schedule for the Information Collection Clearance (ICC) process is shown below.



The initial 60-day period within the ICC process passed without any comments from the public. ED/CIO forwarded all documentation to the OMB for their review. A second 30-day public review period has concluded. A meeting was held with the FSA Chief Operating Officer (COO) and a representative from the Office of Postsecondary Education (OPE) on February 26th to address OMB's questions. Subsequent discussions have been held with the OMB to include additional responses to additional questions. The ICC packet was re-submitted to OMB, but another 60-day review period passed without their approval, so the packet was withdrawn for a second time. During OMB's 60-day review period, they provided ED/CIO and FSA with the following questions and action items:

- Updated Business Case
- Certification and Accreditation
- Privacy Impact Assessment
- Public Announcement for other Vendors

A meeting was held on July 2, 2003. The goal was to address all of OMB's questions at that time while providing them with a demo of Release 2 of the Students Portal. As a result of the meeting, additional issues and action items were presented to the Students Portal team, all of which have been addressed. Two additional briefings on the Students

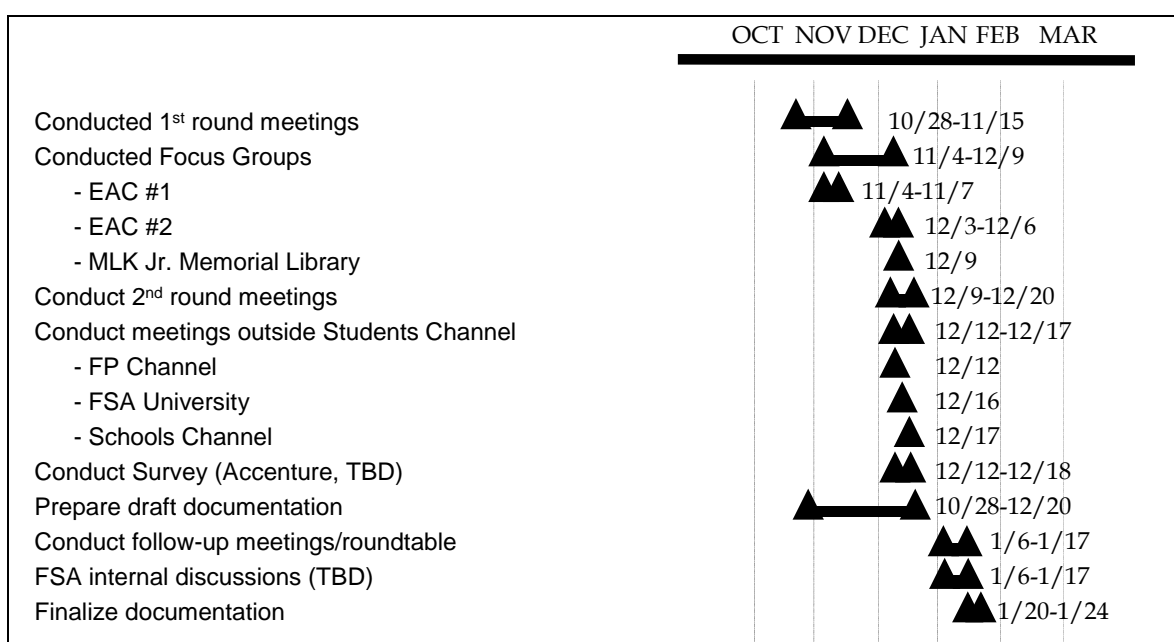


Portal were given – to the Office of Public Affairs (OPA) and the Domestic Policy Council (DPC). During both briefings, the Portal received significant praise and support for the wide array of services related to the college admission and aid processes it would provide for students.

The ICC packet, Exhibit 300, Privacy Act Statement, and Privacy Impact Assessment all went through several iterations with OMB and ED OGC. On September 4, 2003, approval of the ICC packet, and to implement Release 2, was received from OMB.

2.4 Release 3 Requirements Schedule

The Students Portal Release 3 Requirements schedule is shown below.



All requirements sessions have been conducted, and a separate Requirements documentation has been delivered to the Students Channel. Business Justification documentation has also been drafted.

2.5 Stabilization Activities

The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Provided support for OMB responses as part of the ICC process.
- Provided support for updates to Exhibit 300, Privacy Statement, Privacy Impact Assessment, and Security Plan.
- Implemented Release 2 of *Student Aid on the Web*, with Akamai!



- Continued coordination with integration activities (e.g., Data Strategy, SSIM, Web Usage, etc.).
- Continued drafting marketing/communications approach with FSA Communications and ED Office of Public Affairs (OPA). Refined Marketing 2-pager to include with press kit.
- Continued with transition to the Operating Partner (Indus).
- Made progress on WebSphere Application Server (WAS) upgrade.
- Resolved various TeamSite Templating content updates.
- Provided production support.
- Responded to pre-certification document reviews as a part of the Certification and Accreditation (C&A) process.
- Coordinated XAP visit to facilitate post-production support of Release 2 as well as the transition of the subcontractor relationship to Indus.
- Presented a demo of *Student Aid on the Web* to White House Initiative representatives.
- Completed Oracle upgrade testing.
- Implemented Interwoven 'raw' Java Server Page (JSP) deployment procedures.

2.6 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis has been performed with the VDC team. There have been no performance issues. Monthly meetings have been established.

Due to the anticipated volume growth for Release 2 marketing activities, a new solution with Akamai was implemented. This was coordinated with the VDC/CSC, and will help mitigate any performance-related risks.

2.7 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Continue the WAS upgrade.
- Continue the transition to the new Operating Partner (*to be completed by 10/31/03*).
- Attend and support webcast of *Student Aid on the Web* on Wednesday, 10/1/03.

3. Financial Partners Portal Status

3.1 Stabilization Activities



The following stabilization activities have occurred since the last monthly Stabilization and Transition Support status report.

- Resolved various TeamSite Templating content updates.
- Provided production support.
- Continued with transition to the Operating Partner (Indus).
- Delivered TeamSite training to members of the FP team on 2 days in September.
- Made progress on WAS upgrade.
- Completed Oracle upgrade testing.
- Implemented Interwoven 'raw' Java Server Page (JSP) deployment procedures.

3.2 Capacity Planning

As part of on-going capacity planning and production performance monitoring, WebTrends analysis is performed. There have been no volume/performance-related issues.

3.3 Open Activities/Issues

In addition to on-going stabilization, capacity planning, and performance monitoring, the following activities/issues are currently in progress.

- Resolve various TeamSite Templating content updates as needed.
- Provide production support as needed.
- Continue the WAS upgrade.
- Continue the transition to the new Operating Partner (*to be completed by 10/31/03*).

4. Summary

Student Aid on the Web and the FP Portal have both received positive feedback from on-line surveys. Survey summaries are available for FSA to monitor this feedback directly. Summary reports are broken down into statistics based on responses as well as a complete listing of all other comments provided. Capacity planning and performance monitoring are ongoing for both Portals. CPU utilization on the application and Web servers continue to be low, and there are no capacity issues at this time.

All planned activities are proceeding. Workshops, Focus Groups, and Release 3 requirements sessions have been completed. The Transition to the new Operating Partner will be completed during the next performance reporting period. Release 2 stabilization and marketing activities are progressing well.